

Provider & Stakeholder Questions and Answers (Q&A)

Updated: 2020-06-17 | SUBJECT TO CHANGE

Other Topics	Do you mean the original Crisis Line (at AUW I think) will be merged into the CARES services or are there 2 crisis lines for different purposes?	The Hawaii Coordinated Access Resource Entry System (CARES) is the state's new multiple entry point and coordinating center for behavioral health services, including substance use disorder (SUD), mental health, and crisis intervention services. https://health.hawaii.gov/substance-abuse/cares/ The Crisis Line funded by Adult Mental Health Division (AMHD) was integrated into Hawaii CARES. Aloha United Way (AUW) has a confidential toll-free hotline 211 for anyone seeking help, information, and referrals for anything from crisis intervention to job training, educational programs, child care, and more. https://www.auw211.org/Content.aspx?about
Other Topics	Also, for clarification, this is renaming the "Access Line"?	Yes, the Crisis Line was formerly known as the Access Line and has merged into one comprehensive call line, Hawaii CARES.
Other Topics	What are the hours of operation? Who can refer? What are the referral criteria and eligibility for services? Will Crisis Mobile Outreach be folded into CARES?	Hawaii CARES is an around the clock call and referral center for behavioral health-related services using a universal intake process for adults and adolescents.
Other Topics	Is this only referring to ADAD agencies?	Hawaii CARES is currently focused on ADAD agencies and is looking at merging all BHA-contracted agencies into the CARES system.
Other Topics	To the extent that SUD services require prior authorization by a health plan, that health plan is already reviewing the request using standard medical necessity and ASAM LOC criteria. Are you suggesting that Hawaii CARES will be taking over that process for members covered by a QI health plan?	No, CARES is not duplicating or taking over any process for members covered by a QI health plan. The function of reviewing the ASAM LOC criteria is for those members who are initially uninsured or are receiving ADAD coverage for any of their services. CARES perform this function for ADAD-funded providers as well as to ensure consistency in practice among providers. CARES feedback and review is separate from someone utilizing their insurance only and no state funds.

Other Topics	You mentioned a rise in OD's. Can you put this in perspective and is it significant to be of concern as a second wave of COVID-19 may be possible.	Hawaii Health and Harm Reduction Resource Center (HHHRC) has seen an increase in drug overdose deaths. Statewide data from Hawaii State DOH epidemiologist Dan Galanis will be obtained.
Other Topics	Has there been a rise in suicides?	A small increase in suicides and substance use has been seen. This will be addressed at a Task Force later this week.
Other Topics	Do the H3RC re-entry services extend to Neighbor Island releasees?	Yes. Re-entry services are available on Maui from MEO-Maui Economic Opportunity and on the island of Hawaii from Going Home Hawaii. A partner on Kauai is being sought. http://www.meoinc.org/content/5320ba4d5f720/B.E.S.T. Reintegration Program.html https://www.goinghomehawaii.org/